



Management  
Centre Europe®

A photograph of a man with glasses and a beard, wearing a plaid shirt, smiling while working on a laptop. The image is partially obscured by large, overlapping geometric shapes in shades of blue and red. The background is a light blue gradient.

**MCE Services**

# **Management Skills for Administrative Professionals**

## **Live Online**

# What are Live Online Programmes?

MCE in partnership with our parent company AMA is now offering **Live Online Training** in the EMEA region. You can access these scheduled live stream training programmes from anywhere. They cover the key business topics of our top Open Training Programmes.

## What are Live Online Training Programmes?

- 3 or 4 scheduled sessions of 3 hours
- delivered to small groups in a virtual classroom with an online video meetings tool
- interactive with breakout rooms and discussions
- facilitator led with live interaction



*Avoid hotel and travel costs and minimize the time away from work.*



**No Travel Needed**

## Key Benefits

- Variety of activities that create a live and dynamic learning experience
- Real-world advice from practitioners in the field
- Online, virtual, convenient, high-quality and consistent learning
- Cost-effective and no travel necessary
- Live, personal feedback from your facilitator and peers

# Management Skills for Administrative Professionals

**Live Online**

## SESSION 1 (3 hours)

### Manage Change

- Use Personal Change Management to Work More Effectively with and Through Others
- Bring About Change Even When Faced with Resistance
- Apply a Systematic Approach to Plan and Engage Others in the Change Process

### Managing Roles, Responsibilities, and Team Work

- Manage Roles, Responsibilities, and Authority to Meet Goals
- Identify and Support Differing Work Style Preferences Using New Skills and Best Practices
- Recognize and Proactively Use Critical Thinking to Support Achievement of Team-Based Goals

## SESSION 2 (3 hours)

### Manage Time and Priorities

- Establish a Systematic and Efficient Approach to Work
- Use Prioritization Strategies
- Use Time Management Strategies

### Manage Relationships and Communication

- Incorporate Emotional Intelligence and Effective Listening Practices to Prepare to Be an Effective Colleague, Partner, and Leader
- Apply Assertive Communication Using Verbal and Nonverbal Behaviors
- Exhibit Confidence and Influence Using Tested Presentation Models

## SESSION 3 (3 hours)

### Manage Relationships and Communication (cont'd)

- Incorporate Emotional Intelligence and Effective Listening Practices to Prepare to Be an Effective Colleague, Partner, and Leader
- Apply Assertive Communication Using Verbal and Nonverbal Behaviors
- Exhibit Confidence and Influence Using Tested Presentation Models

## SESSION 4 (3 hours)

### Managing Negotiations and Conflict

- Define the Sources of Conflict in the Workplace
- Employ a Tactful Strategy to Handle Office Politics, Difficult People, and Demanding Situations
- Negotiate to Empower Self and Others to Achieve Goals

### Action Planning

- Reflect on Best Practices That Will Be Applied in the Near or Long Term



## Dates

### Group #1 – 4 sessions

- 14:00 – 17:00 (CET)

**25-26-27-28 MAY 2020**

### Group #2 – 4 sessions

- 14:00 – 17:00 (CET)

**08-09-10-11 JUNE 2020**

## Practical Details

**Schedule :** 4 SESSIONS of 3 hours each  
**Language :** English  
**Price :** €1950  
**Format :** Online



→ **Key Facts**

# About MCE



**400,000**

*Participants on MCE training  
programmes since 1961*



**59 years**

*Providing Learning &  
Development (L&D) services in  
the EMEA region*



**1,700**

*Client companies which we have  
worked with delivering customized  
& in company learning solutions*



**6,200**

*In Company Training Solutions  
delivered in more than  
94 countries*



**50+**

*Open Training Programmes  
running throughout the  
EMEA region*



**10,000**

*Managers & Leaders inspired by  
MCE's management development  
solutions each year*



**Contact us Today**